



My Support Worker Limited

This book is dedicated to my father David Griffin



By Andrew Griffin, BA



Director

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Photos by Simon Barber

INTRO TO OUT AND ABOUT.

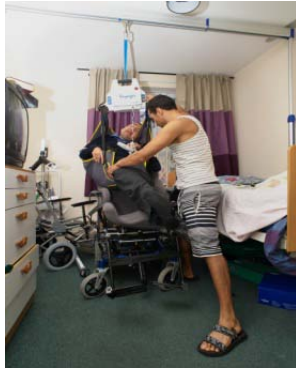
Hello my name is Andrew Griffin



The Out and About project is all about access to places of interest for wheelchair's users ,such as museums, shops, cinemas etc. Like everybody else, in today's world, Disabled people like to get out and enjoy life. Being disabled should not mean having to stay at home to watch daytime television all day long or go to a day centre five days a week , you should have the option to do everything that you want to do, day to day, just like anybody else.

So this project was a way to show where you could go and what you would find there and also give you some idea of the experience of the venue the exhibits, attitudes of others and what's good or bad .

The way we showed this was to put my experiences into picture's and words. As a disabled person I know what we go through everyday ,

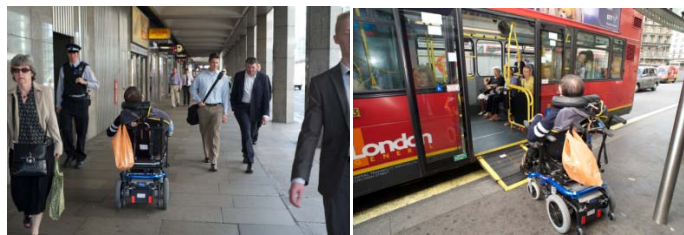


from getting up

having breakfast



traveling to my job,



working with colleagues at the wand office



or with people out and about at places of interest ,



We hope that "Out and about " will be informative and inspirational and get you "out and About" ,Enjoying the sights and sounds of our fascinating City of London.

Any problems or advice, contact me at WAND.



Westminster Action Network on Disability
96 Bourne Terrace, London W2 5TZ

Tel: 0845 604 6442, Email: info@wand.org.uk, Website: www.wand.org.uk

SMS: 0781 238 7308

Charity number 1099014, Company Number 04282483

My Time Going around Westminster. Introduction

This project is all about access in the Westminster area. we feel that it was time to look again at cinemas, shops pubs ,night clubs and places to eat and drink. In many places the access is far from good.

So it is my job to go around Westminster ,to find out if the access is not right, and then I will write of my experiences. On top of the access issue we are also looking at the attitude of the people giving the service to us, how aware they are and how helpful etc.

To give an example of the bad , I was having a meal with a friend in Victoria a few years ago. we both were in power wheelchairs .We were going to the cinema in Leicester Square and were having food while waiting for Dial a Ride to pick us up .The manger of the establishment came to our table and told us to leave there and then because we were taking up too much space. we were still having our meal at the time. This, I think you will agree, was totally rude and unacceptable behavior.

In 2010, however, it has got a lot better for disabled people in wheelchairs. For example, I paid a visit to a café in Soho Square. It's a place I have been to before many times, but this time I was working on this project for our website(www.wand.org.uk). I was looking for people to see if the staff were helpful or rude and the wheelchair access was good. This particular place has a big step outside but when you go inside it's fine for a wheelchair and the service which I got was very good indeed. They have a portable ramp and will put it down for you to get in.

Venue Name:

National portrait gallery

Address:

- St Martin's Place, London, WC2H 0HE

Contact Details:

- Switchboard: +44 (0) 20 7306 0055
- Recorded info.: +44 (0)20 7312 2463

Useful staff Name

Eview



Not Accessible!! In spite of having "Disabled access"!! No good because lift too small It was quite painfull to go through the experience. I would recommend no disabled people to go there until the attitude has changed. Staff were very rude.

We were directed back to the main entrance to speak to manager - members of public were cross at us for making a fuss.. an then Could not contact the manager as could not get



in due to steps.

Venue Name:

Victoria and Albert Museum

Address:

V&A South Kensington
Cromwell Road
London SW7 2RL
Tel. +44 (0)20 7942 2000

Contact Details:

Tel: +44 (0)20 7942 2000
E-mail: vanda@vam.ac.uk
www.vam.ac.uk

Review



The V and A museum was excellent. They had plenty of space for a wheelchair. At the beginning of the visit we could not find the lift. The assistant was very vague about directions to the lift but had a good attitude and tried to be helpful.

The Braille was excellent and the large print book for people with poor eye sight also good.

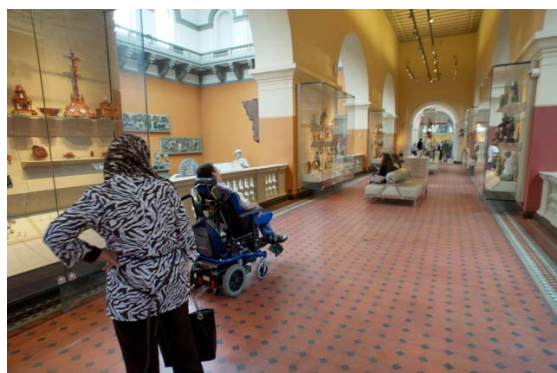
The display drawers were a bit stiff



There was a hearing loop in place. Unfortunately we did not get around to see the Grace Kelly pictures exhibit.

The lift was fine for a wheelchair to get into if you got a power or push wheelchair, they have got some ramps to get into some rooms the café was quite big and it and the shop were easy to get around in a wheelchair.

All in all it was a good experience. I would recommend to V and A museum.



Venue Name:

British Library

Address:

96 Euston Road, London NW1

Contact Details:

Tel : 0207387 0626

Textphone: 020 7387 0626

Email: visitor-service@bl.uk

Useful staff Name

Review

The British Library was a load of codswallop. At the entrance you could not see the wheelchair sign because it was too high up from a person in a wheelchair's eye level.

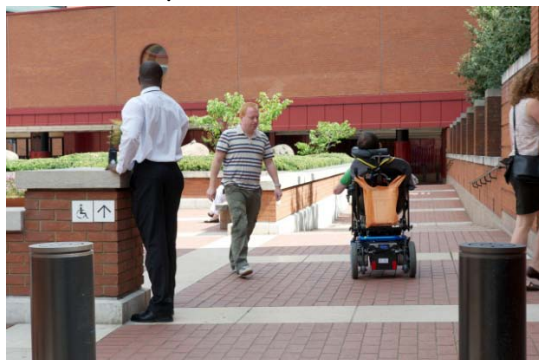


The conference centre had electric doors but the lift was too small for a wheelchair user unless



pint sized.

People like myself, or the present Chair of WAND, who need large electric wheelchairs, we would not fit in. The staff were



quite rude to me.



They did not talk to me directly they talked to the non disabled photographer who was assisting me . This was simply out of order I got very frustrated and heated words were exchanged which I have never done before. Their attitude was simply not allowing me to do my job. I was very frustrated.

There was a touch screen which was good as it was at the right level and tilted. However, The library itself is confusing. They did not seem to have clear signs. As for the exits there is a wide and narrow one.

The café was a bite expensive, £7 for a sandwich and coffee.

Venue Name:

Cabinet War Rooms

Address:

**Clive Steps, King Charles
Street, SW1**

Contact Details:

Tel: 020 77660120

Fax: 020 7839 5897 cwr@iwm.org.uk



Firstly, before getting to the venue it was really difficult to park the vehicle. There is a real lack of disabled parking bays.



When you do get inside, though, it's fantastic, it reminds me, a bit, of the British museum.

Wheelchair access , though, can be a little awkward for manual wheelchairs and very awkward for electric wheelchairs because you have to navigate cobbles .

Its also quite a small entrance



, which is, again, awkward.

The staff , though, were very helpful .

There is also loop system for the deaf.

My initial visit was being pushed by a friend. In a return visit with my power wheelchair it was still hard to navigate though the museum and you have to pay up to nine pounds (£9). Also The lift was small to go the next flour.

You may also have problems with the light level, which, for



authenticity , is on the low side

Venue Name:

Natural History Museum

Address:

Cromwell Road
London
SW7 5BD
UK

Contact Details:

- **+44 (0)20 7942 5000 Life Galleries information desk +44 (0)20 7942 5011**
(10.00-17.30 Mon-Sat; 11.00-17.30 Sunday)
 - **Customer services +44 (0)20 7942 5511**
(10.00-18.00 Mon-Fri)
- www.nhm.ac.uk

Review

Generally not too impressed with staff, bar this one lad



not very helpful, they talked to Simon not to me they did not give me eye contact even when I spoke to them first when I asked for the map they looked at Simon.

Signage was a disaster you could not find your way around, access was poor the backdoor access was sixty per cent, attitude to disabled was 0, lift side was just adequate, the dinosaurs, were excellent took me back to my childhood.

Some parts accessible only by escalator, there was no way for a wheelchair, the gift shop was good to go around.

To sum up if you want to park your car you will have to pre-book a parking space before you go there.



Venue Name:

Science Museum

Address:

The Science Museum
Exhibition Rd
South Kensington
SW7 2DD

Contact Details:

<http://www.sciencemuseum.org.uk>
Tel : 0870 870 4868

Useful staff Name

Review

It was fantastic - on a par with the London Museum as you can see in the photos. The Space Exhibition was excellent and they had a Formula 1 Racing Car driven by Lewis Hamilton. The Dan Dare Exhibit was great and the differences between the engines were good.

Access was perfect, the lift was nice and big and they had nice wide ramps everywhere. The staff attitude was excellent. In conclusion the Science Museum was very impressive.

Venue Name:

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Address:

Millbank, SW1

Contact Details:

[Tel:020 78878000](tel:02078878000)

Wheelchair [tel:020 7887 8888](tel:02078878888)

Email : ticketing@tate.org.uk

Useful staff Name

Review

The gallery was accessible and it was easy to get around in a wheelchair, no major problems and the staff were very helpful indeed. They had a loop system in place for the deaf.

The ramps are a little steep when you go in to the gallery. There was no obvious wheelchair sign, though, and we had a bit of a walk to find a ramp. When we saw the stairs at the front I was thinking how I was going to get in!

The pictures were lovely. I particularly loved the Henry Moore collection. However, the lift broke down and a member of staff took me and my companion to another lift which was ok but a little cramped. The normal lifts though, are huge.

In conclusion this venue has excellent for wheelchair access but be aware the lifts breaking down. Electric wheelchair was no problem. The only little complaint I would have is that the gift shop was small and difficult for a wheelchair to get around in.

Venue Name:

The National Gallery

Address:

Trafalgar Square,
WC2

Contact De

Tel: 020 7747 2885, fax: 020 7747 2423

Email: information@ng-london.org.uk

www.nationalgallery.org.uk

Useful staff Name

Review

The review of the National portrait Gallery was impossible, as, like its neighbor, I could not get in.

Venue Name:

Museum of London

Address:

London Wall, EC2

Contact Details:

Tel 0870 444 3851, fax: 0870 444 3853

Access info: 0870 444 3850

www.museumofLondon.org.uk

Useful staff Name

CHRIS HICK

Access was good into the building but the lift was a little bit small for a wheelchair. At street level on the way in to the museum of London, if you have a big power chair you will not fit in. but it look good, with the windows for the outside. My wheelchair did fit in but I needed help by a friend or a pa to go into the lift on my own. I actually got somebody from street level to help me into the lift to go up to the first floor.

When you get in there are auto doors to the information desk . The staff made me feel welcome when I wheeled in. The museum was good with lots to see. The only thing that was wrong was the gift shop .when I went in it was bit narrow to navigate at the entrence of the shop. It needs a bit more space to get around for a wheelchair. However, the café was very good indeed to get into .They had good food at low cost.

Going around the museum was very interesting, seeing all the pictures of old London was good and there was a tour by Chris Hick which taught me a lot about London in a hour. It was all free tickets for every person at 12.00pm.

They have no hearing loop but mentioned that one is due to be put one in place soon. They were very aware about disability needs.

Venue Name:

British Museum

Address:

Great Russel Street,
WC1

Contact Details:

[Tel:020](tel:02073238000) 7323 8000

Tel: 0207 323 8299 (information)

Minicom: 020 7323 8482

www.thebritishmuseum.ac.uk

Useful staff Name

Review















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